**Library Volunteer Manager Peers - Notes**

**6/17/20 1:30 EST**

**Host: Wendy Johnson, Indianapolis Public Library**

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Hello, Friends!

As a result of an informal poll of this week’s attendees, we will continue to meet on Wednesdays at 1:30pm EST. Yea! We’ll take another poll toward the end of summer to see if we need to drop to every other week or once a month. Thank you!

Our next discussion will be Wednesday, June 24 at 1:30 EST

Zoom:  <https://us02web.zoom.us/j/83781919669>

Jessica Link, Cedar Rapids, is working on opening up her local Volgistics User Group to us. Thank you! We’re tentatively planning on our first gathering on 2:00 EST July 14th, then on the 2nd Tuesday of each month. We’ll need to sign a confidentiality agreement. Watch for more information.

Please send any topics that you’d like to discuss my way.

Stay safe and be well,

Wendy

**Topics Discussed**

Points of Light Conference

* Points of Light Conference. If you registered, you can sign back in and view all of the presentations for at least 30 days: https://community.pointsoflight.org/channels/2955-conference
* We liked:
  + Game On!
  + Jayne Cravens’ session
  + Foresight for a Civic Century – big picture thinking
  + Beth Steinborn’s session
  + “Virtual Volunteering: Now, it’s Essential”

More education options

* Virtual Volunteering Blog Post – San Jose Public Libraryhttps://www.sjpl.org/blog/library-volunteering-homeVirtual Volunteering Opportunities – San Jose Public Libraryhttps://app.betterimpact.com/PublicEnterprise/EnterpriseSearch?Keyword=%22Virtual%20Volunteering%22&EnterpriseGuid=8370465d-3777-4b73-b24b-3efd11ca6c09&SearchType=Keyword
* Wendy J. joined Alive for $50/yr to attend monthly Alive Academy sessions ($25) for free. Watched Dana Litwin’s 3 C’s of Happy Volunteers + 1 C today. It was great! <https://www.volunteeralive.org/>
* Tobi Johnson, VolunteerPro. She offers lots of her training sessions for free. You can join her Facebook group for insiders. Lots of good ideas.

Retention – How are you keeping volunteers, a valued asset, connected to us, library, and each other?

* Projects:
  + Creating cards/bookmarks of encouragement to insert into checked out books OR cards for incoming Senior HS class
  + Taking “Shelfies” or pics of favorite book bag, etc. and posting on library social media
  + Bibliocommons content
  + Going to meal sites, helping staff with set-up, handing out bags of books (1 staff with 1-2 volunteers)
  + PenPal program for isolated adults/seniors
  + Social media Influencers
  + Feature a volunteer in on-line book talks
  + Researching books
  + Posting books on-line (sales)
  + Memory Café program, <https://www.denverlibrary.org/event/virtual-memory-cafe-9>
  + Massachusetts Association of Councils on Aging – Memory Café Toolkit - http://www.jfcsboston.org/Portals/0/Uploads/Documents/Memory%20Caf%C3%A9%20Toolkit/Massachusetts%20Memory%20Caf%C3%A9%20Toolkit.pdfWebinar Recording – How to Start a Memory Café - https://www.dfamerica.org/spotlight/2018/7/11/memory-caf-webinar-learn-how-to-start-a-memory-caf-network
  + Teens – service hours for school from non-library sites – librarian approved and signed off
  + Closed caption volunteer role
* Community
  + Monthly Zoom call. Moved “Treats & Training” to on-line format
  + Weekly email updates that includes “insider” info on reopening
  + Collage of volunteers and photo of projects they are working on at home shared with volunteer/staff team

Opening Status

* Started homebound deliveries via volunteers
* COVID safety course required by City of Boulder: <https://bouldercolorado.gov/crc-training>
* Once there are patrons in the building, then why not volunteers in public spaces too?
* Open + Library. A product that allows entry into a library when it’s not staffed. <https://www.bibliotheca.com/open-library/>
* Book sales/FOL are slowly starting back up with volunteers with limited numbers, masks and distancing
* Hillsboro, OR and Charlotte, NC are experiencing spikes in COVID cases so things are slowing down. Patrons in Aug, volunteers at the first of the year…
* Hewitt, TX opened this week! Staff take temp, enforcing masks for patrons and staff, 1 person per household allowed in, no computers at this time, plexiglass. Not as many in building at once as permitted. 10 vs. 87
* IndyPL opened 5 of 24 branches this week: <https://www.indypl.org/services/in-branch-services>. Volunteer section captains started last week in book sale, next week we’ll schedule no more than 10 at a time (down from 25 per shift).
* Lincoln County, OR. Curbside, spike in COVID cases. May allow volunteers to return when patrons return. Need help with shelving, processing and covering new items. Volunteer service will be limited and strictly scheduled.

**Resources**

* Harrisburg, PA Library has/will have jobs! Wendy McClure, [wmcclure@dcls.org](mailto:wmcclure@dcls.org)

**Conversation Starters**

* COVID times
  + Introducing volunteers back into system
  + Virtual/Remote Volunteering. Policies, procedures, roles, etc.
  + When will volunteers return to the branch? What will they be doing?
* Best Practices and General Topics
  + Staff buy-in
  + Homebound program volunteer safety guidelines
  + Volunteer Management Software